What is claimed is:

1. In a system for managing voice communications, the system providing voice prompts in one or more particular languages or language variants, a method for providing a set of voice prompts in a particular language, comprising the steps of:

defining high level grammatical rules for the set of voice prompts in the particular language;

storing the grammatical rules for the set of voice prompts in the system;

developing a set of audio files in the particular language;

storing the audio files in the particular language in the system;

receiving a request from a user, wherein the system initiates a request for a voice prompt in response to the request from the user;

in response to the request for the voice prompt, developing a sequential list of audio files, wherein, when the sequential list of audio files is played by the system, the requested voice prompt is played to the user in the particular language;

wherein the sequential list of audio files is produced based on the grammatical rules.

2. The method of claim 1, wherein a parser parses the grammatical rules to produce a database structure, wherein, in response to the request for the voice prompt, the sequential list of audio files is produced based on the database structure.

3. The method of claim 1, wherein the steps of defining high level grammatical rules, storing the grammatical rules, developing a set of audio files and storing the audio files are repeating a plurality of times for a plurality of particular languages, wherein the system provides voice prompts in each of the plurality of particular languages.

4. The method of claim 3, further comprising the step of determining which of the particular languages are to be used for a particular user.